

FAMILY CARE COUNCIL FLORIDA

PATTY HOUGHLAND, CHAIRPERSON

Holiday Inn Select Orlando Airport

Orlando, Florida

July 21st, 2007

MEMBERS PRESENT:

Patty Houghland, FCCF Chairperson
Joy Frazier, FCCF Secretary
Lynn Carper, A1 Chair
Beverley DeStories, Suncoast Region Chair
Donna Rauber, A7 Co-Chair
Maria Eash, A8 Chair
Maryellen Jones, A9 Chair
Jean Sherman, A10 Co-Chair
Phil Pearson, A12 Chair
Betty Kay Clements, A13 Chair, FCCF Vice Chair
Pete Wesley, A14 Representative
Todd Decker, A15 Chair

STAFF & GUESTS

Stephanie Khan, APD Central Office
Pamela Kyllonen, AHCA Representative
Liesl Ramos, Maximus
Lynn James, A8 Guest
Michelle Passidomo, A8 Guest
Rosalind M. King, A7 Guest

The mission of the Family Care Council Florida is to advocate, educate, and empower individuals with developmental disabilities and their families, partnering with the Agency for Persons with Disabilities, to bring quality services to individuals for dignity and choice.

I. CALL TO ORDER

Chair Houghland welcomed everyone to the FCCFlorida meeting and asked for introductions. She began the meeting by reviewing the FCCF information packet. Items include the following:

- The Agenda
- Overview of Self-Directed Personal Assistance Services (PAS) and “Cash and Counseling”
- HCBS Article on Self-Directed Personal Assistance Services State Plan Option
- APD Home and Community Based Services Waiver Provider Rate Table
- A Position Statement on Managed Care and Long-Term Supports in Developmental Disabilities developed by the Center on Human Policy at Syracuse University
- List of Good Websites for Information
- Supported Living Strategic Working Group Quarterly Meeting – July 11, 2007
- APD Question and Answers Implementation of Service Limitation and Service Elimination Procedure
- Article on Florida’s Medicaid Reform
- APD Questions and Answers about SAC (State Advocacy Council) and LAC (Local Advocacy Councils) Access to APD Records

II. WORKGROUP REPORT

Finances: Each area Family Care Council contributes \$500 each totaling \$7,500. These dollars are used to pay the costs for 6 FCCF meetings during the year. The total cost to run these meetings is approximately \$10,000. It was agreed the meetings are very important because of the state of APD changes. Chair Houghland has been attending the stakeholders meetings in Tallahassee. It’s very important for FCCF to have representation and a voice because the providers are a driving force at these meetings. Her travel expenses will need to be added to the FCCF budget. Chair Houghland advised she plans on talking to Lynn Daw in Area 2 as their council is not currently active. Chair Houghland is going to suggest they donate some of their

\$9,500 to FCCF and in return she will help them get their council started. Area 4 council is also inactive at this time. Chair Houghland advised it has been learned that there will be a 4% budget cut across the board (all agencies). Consequently each council will take an approximate \$380.00 cut. Betty Kay asked Stephanie how they plan on administering the cut. She understands the councils have each received their \$9,500. Stephanie has not heard yet. Chair Houghland asked if any council's have at this time approved additional contributions to FCCF. The councils that have approved additional monies are:

- Area 1 - \$500
- Suncoast Region - \$500
- Area 7 - \$500
- Area 8 - \$1,000
- Area 9 - \$1,000
- Area 12 - \$500
- Area 14 - \$500

Chair Houghland asked for council's who haven't actually had a vote yet would they please E-mail her the amount once approved. Chair Houghland shared she does appreciate the additional financial support from the councils.

Travel Reimbursement: Chair Houghland mentioned that councils are allowed to reimburse FCC members for mileage to and from their monthly FCC meetings. Some council's spend a good portion of their funding dollars on mileage reimbursement. She shared that Area Eight came up with a policy that their members can get reimbursed for travel to and from meetings if there is any money left towards the end of the fiscal year. Chair Houghland asked for a show of hands for those councils who do reimburse FCC members for mileage. Donna shared their council does pay mileage reimbursement to 2 Brevard County members who drive more than 50 miles to attend meetings but to no one else.

Special Session: Chair Houghland mentioned that she has been participating in some national conference calls with a focus group called ANCOR. The group was established by the Stakeholders and consists of lawyers, providers (FARF, ARCFlorida, etc.), FDDC, and support coordinators (FASC). They are looking at different options. One option from the lawyers is looking at some kind of legal action to stop or slow down so these changes don't happen. The other option is an advocacy angle to go to the local legislature in special session and ask if they can do a list of certain items. Those involved in the stakeholders group keep asking Chair Houghland to share what option would FCCF back. She advised to them that FCCF is working with the agency to make it the best that it can be made under the circumstances at this point. She advised that FCCF has no intention to back any kind of a lawsuit (federal or otherwise). She mentioned the stakeholders consist of all the big agency providers (no independents or single providers) and her representing FCCF. She shared there is one more meeting with FDDC next week to discuss the 4 or 5 options from FARF. Chair Houghland expressed her thoughts that she does not believe the waiver is working well as it is or we wouldn't have 14,000 sitting on a waiting list. APD would not have some people having many services and some people having nothing. There wouldn't be all the concerns about providers and workers if all was working well. The Waiver needs help. What the APD and legislators have come up with is certainly not perfect. Is it better than what we have? She thinks it can be but there will still be problems. There are issues about PCA but she sees the issues are being addressed on an individual basis. Personally, she thinks being a Family Care Council that is charged with advising the agency that we have an obligation to support them and if that is not working then we have other chances of changing things along the line. The agency is trying to come up with solutions for the deficit and we all understand that has to be done. She hasn't seen any results of what they have been trying to enforce yet because none of the changes have been enforced yet. Chair Houghland needs to know from a policy standpoint how this group in attendance feels about what they want to support in this process. Discussion followed with many concerns related to the above 2 options

being driven by providers. Chair Houghland asked if the council thinks it's smart to support trying to get on the legislative special session. Discussion followed with various reasons for pros and cons to the question. Phil mentioned you don't need to go there with an answer or go there to tell then what needs to be done. He suggested going there to ask for a commission. Ask for them to put together a group to study how other states are handling developmental disabilities. Pam from AHCA mentioned there is data of this nature from the feds. that she could obtain for the council. Pam also mentioned the only items that can be discussed at special session are those that have been put on the agenda by the Governor. Chair Houghland provided more detail with regards to the stakeholders and options. She mentioned within this group they are not all in agreement of what needs to happen. FARF does not want the tiers. There is disincentive financially for residential providers. However, most family members are still living in the family home. That family home population is not well represented. She questions their motive and if the Family Care Council needs to be attached to their motive. Beverley believes our presence at a special session is necessary in order demonstrate to the legislature that we are informed but we don't have to take a stand on the issue. Chair Houghland stated as far as asking for a special session she believes the council does not need to participate in asking for a special session and explain why. The council is at the table for a different reason. The council wants to give every opportunity to work with the agency. Discussion followed sharing that if Family Care Council Florida is present at such discussions then it can be said that FCCF was involved in the discussions that led to the recommendations. Pam suggests FCCF should make their recommendation to whom they are responsible to which is Jane Johnson and the recommendation be based solely on the beliefs of the council. Chair Houghland suggests that if they're going to ask to be put on the agenda at special session she, if in agreement with everyone here, will state that the council will make an individual recommendation to what the council believes will be beneficial to Jane Johnson. Chair Houghland mentioned that she will not be removing herself from listening to what they are saying and doing. She will sit at the table but not sign off on anything. Chair Houghland will follow the councils above recommendations. She is in agreement with Phil and Maria's idea for a commission and Pam will get data from feds. The council will continue to work with the agency to better improve current system.

Medical Necessity: Chair Houghland advised that Celeste Putnam with Human Systems and Outcome met with the workgroup on Friday. With funding established by a grant from the DD Council, she is charged with investigating medical necessity and how it is used by the developmental disability population. Chair Houghland shared it's very hard to fit a lot of DD services under medical necessity. Celeste took all the information and comments from the workgroup and she also has meetings scheduled in Jacksonville and Tampa. She is developing two reports, one for families and the other for stakeholders and providers. Celeste was asked what she will be doing with all this information and she replied she didn't know. It's depends on what the DD council does with it. Chair Houghland mentioned medical necessity for the DD population is a misnomer when trying to do services. The DD population is not a "Fix" population, it is a life condition. You can accommodate, you can change, you can improve but developmental disabilities do not disappear. Jean shared this is a project for focus groups the DD council awarded and is simply to clarify the term medical necessity as it applies to people with developmental disabilities in the state of Florida. Chair Houghland asked Pam for a copy of the federal definition of medical necessity. Celeste had indicated that she cannot find a federal definition.

III. BUSINESS

Review of Minutes - Chair Houghland asked if there were any corrections to the minutes. There were none. Maria makes a motion to approve the minutes as submitted. Maryellen seconds the motion. The minutes were approved by consensus.

Treasurer's Report -

Maria distributed information regarding a laptop computer giveaway program for persons with disabilities. It's sponsored by the Jim Mullen Foundation in Chicago, ILL. It includes an application for submission to the organization and a very interesting biography of Mr. Jim Mullen.

She shared within the Woodbury products there is a Blessings program for diapers. She'll send contact information to Patty to distribute via E-mail. It provides an opportunity to receive diapers at a reduced rate. This is not for people on the waiver but helpful to anyone including people on the waitlist that can private pay. You have to provide financial information to prove need.

Also, Maria shared they learned in Area 8 that since Sam Walton passed away Walmart is mandated to give away so much money every month. She shared she would get the exact information and send via E-mail. Walmart has developed a matching grant program for community events. An example, you can go to any Walmart store, mention you have \$500 for an upcoming event and they'll match the \$500. There is one stipulation, the organization must be a 501(c)(3) which FCCF has through FICD.

IV. APD UPDATE – Terri McGarrity, Senior Management Analyst Supervisor

Terri participated via conference call. She mentioned that she had received questions from Chair Houghland and would begin by answering them.

Assessment Tool: Chair Houghland asked for an update on the assessment tool process. Terri advised they held a workgroup meeting and a follow-up meeting. They are trying to make a final determination on what route they're going to go with the assessment package. They feel very strongly they want to use the SIS tool. They are working with the company to negotiate by allowing APD to be part of a pilot project for the children's SIS which has not yet been validated. APD doesn't want to do anything differently for kids than what they're doing for adults. They want to use the tool being tested currently that will be validated in October, 2008. In accordance with this, they are working with Ray Foster, the original developer of the FTS. He has re-tooled the FTS and is working with some national experts who are instructional design people and testing it to do some final re-validating of that tool. They are also making a determination on who they want to administer the tool. They are in negotiation stages and asking for additional funds to cover the cost and finalize this process. Chair Houghland asked Terri if she anticipates that APD will have an assessment process started within the 2007-2008 fiscal year. Terri advised absolutely. Chair Houghland questioned their putting in a legislative budget request now. Terri advised yes. They have a plan to begin the administration in FY 07-08 but they will need increased funding to administer the tool. The plan is to begin administering to consumers in residential habilitation, then role out to everybody on the waiver, then everybody on the FSL and eventually everybody on the wait list. Terri shared, in her opinion the assessment tool is one of the most critical pieces of what they are going to do. They want everything in place before the process is finalized.

APD Action Plan: Terri shared a copy of the APD action plan which is in the APD packet of information. This is the document being used to meet with house and senate staff. It's also what they are using as their quarterly report. The plan notes where the agency is with each one of the pieces.

Legislative Special Session: Another of Chair Houghland questions was if APD issues will be dealt with during the September Special Session. Terri talked with Lucy Mohs, APD legislative person, and as far as she knows there is no alternative that has been proposed. Terri mentioned they are aware that some providers are trying to get a repeal of Senate Bill 1124 added to the agenda. Terri, on behalf of the agency, is asking for FCCF council support in educating families about the need to help APD implement the changes.

FSL Waiver: Chair Houghland asked what effect the limitations and eliminations will have on the FSL waiver. Terri doesn't see any effect on the FSL in terms of the other services except for

support coordination. APD has made the decision to put children who live in the family home on limited support coordination if they're on the FSL. That will begin in October. One positive note is families have given permission to use the money allocated for full support coordination in other services within their cost plan. Chair Houghland reminded everyone that foster homes are considered family homes.

Limited Support Coordination: Another question pertained to the Limited Support Coordination policy draft sent to council members for review. It stated that Support Coordinator's must have another billable activity. Terri explained what that means is the SC must have a billable activity in order to bill, not another service. Examples of billable activities would be making a contact with the school system, make a home visit to the family, an activity the SC would conduct on behalf of the individual. Chair Houghland asked if it was a monthly activity. Terri replied yes, in order to bill it has to be a monthly activity.

Additional Information in the APD Packet:

Brochure on Social Security Numbers: Terri advised there was some legislation passed this session about social security numbers. APD has developed a brochure (included in packet) in both English and Spanish advising people why the agency needs individuals social security numbers and reminds them that it is confidential information within the agency.

Budget Reduction Exercise: Terri advised included in the packet is a memo from Jane Johnson regarding Budget Reductions Exercises for General Revenue dollars. She shared that all departments have suffered a shortfall of general revenue dollars. As a result, all agencies are being asked by the Governor's Office to take a 4% cut of general revenue dollars. They are looking at whether or not they will be doing it across the board or if they're some better strategies that they can use that won't impact the client care. APD's share is about \$20 million. She gave examples of actions being taken immediately. She mentioned if a cut is necessary in FCC dollars it will be just the 4%. Several (including Terri) within the agency are fighting hard for FCC to keep their dollars intact. They believe the FCCF meetings and travel by members is essential. Beverley shared the council's appreciation for the agencies support on this issue.

Real Choice Systems Grant: Terri mentioned also in the packet is a copy of a Grant established by the Department of Health and Human Services titled: Medicaid Program: Real Choice Systems Change Grants. APD has decided to apply for this grant and received a letter of support from FCCF. It is to develop a solid person center planning process to be used in conjunction with support planning. The final date for submission is July 27th and the award will be made on September 30th. Each state can be awarded this grant and it's anywhere between \$350,000 and \$500,000 for a 3 year time period.

Chair Houghland thanked Terri for her time and efforts especially during this difficult time. Terri shared how much she and the agency appreciate everyone's support.

V. MEDICAID SERVICES – Pam Kyllonen, AHCA Representative

Pam began by sharing that she really appreciates the council for inviting a representative from AHCA. She works in Medicaid services. Her primary responsibility is the Developmental Disabilities waiver for grants. She advised they are under the mandate for the tiered system. Her program administrator, Jarret Stone is very supportive. The AHCA administrator is Darcy Abbott and the bureau chief is Beth Kidder. She shared that all three individuals have the heart of a social worker and a heart with DD in mind and Medicaid as a career because of their hearts. She shared some of her background information which includes prior employment with APD. Part of the responsibility for providing waiver applications to the Center for Medicaid and Medicare Services (CMS) is that you have to show budget neutrality and that everyone served on a waiver has those services and the expenses have to be less what it would cost if the individual was in an institution. For the Development Disability waiver, the tier 2, tier 3 and FSL waiver the threshold it is geared to is what would it cost to have the person living in an ICF. As long as the overall expenses for everyone on the waiver is less than the expenses of an individual in an

institution, then the individual can remain at home. Pam was asked what the institution rate is at this time. She replied it fluctuates because there are private and state run ICF's. Currently it is about \$92,000 yearly. She provided everyone with her E-mail address:

Kyllonep@AHCA.myflorida.com.

Pam advised that all of the limitations and elimination of designated services that came from Senate Bill 1124 and the proviso language for appropriations must have permission from the federal level (big CMS) in order to enact the limitations and eliminations. AHCA has been advised by their legal counsel that APD can move forward with enacting those limitations based on the legislation and the fact that Pam has asked the federal level for permission. There will be a notice in the Florida Administrative Weekly on July 27th advising of the changes to the coverage and limitations handbook for the developmental disabilities waiver. That handbook will detail the changes taking place in the limitations and reflect the eliminations plus some cleanup items that needed addressed. The handbook has not been updated since the forming of the Agency for Persons with Disabilities as an official agency. Also part of the changes to the handbook pertain to services that did not have any limitations/eliminations but they are expanding the definition of not only can be allowed in that service but to whom it can be provided. Chair Houghland asked Pam what to we access to see how all the changes. Pam advised the draft handbook will be available a few days prior to the workshop scheduled for August 15th in Tallahassee. Pam will E-mail the draft of the Handbook to Patty when it's available. Deadline for comments will be August 31st. Pam explained how the rule process works and that's where they are with the handbook. Chair Houghland asked about the eliminations. Pam advised they must wait for federal approval of the eliminations. Once they have federal approval and the Florida Law they can move forward even if they don't have the handbook promulgated. Pam mentioned she has sent to CMS the amendment to the DD wavier. They have received it and she advised they had a conference call with the Atlanta reviewers and the reviewers at the federal level. She shared they asked the following questions:

- How will they handle the transition to cover medical necessity of needs for individuals with the services being eliminated?
- How will they handle the eliminations and notifications? Will individuals have fair hearing rights and due process for limitations and eliminations?

Representatives on the call shared they are receiving an abundance of letters from family members and providers asking them to say "NO" to these eliminations and limitations. They did not indicate they would do this because AHCA has federal law that states it's going to happen. AHCA has to be very careful about how they transition the individuals. Pam has been working very closely with Terri & APD staff on the assessment issue. She explained to CMS during the conference call that, with a validated assessment tool, individuals will be placed into the appropriate tiered waiver. The assessments will help to determine the individual's actual need so that the SC can work with the family to get the services to help fill the void of any service that was eliminated or reduced. Pam advised that no one will be moving to a tier until they have been assessed. The assignment of a tier (waiver) of an individual will be directly associated with the assessment. Waiver assignment will be determined by the assessment which will determine the level of need, circumstances, and living setting. Any documented life changes, health, or safety issues, will require another assessment. The Agency Approved Assessment will be the FTS for now. As mentioned previously the FTS is being retooled and will include some community inclusion questions from the ICG. APD's long term goal is to use the SIS assessment. Consequently they can move forward with using the FTS Plus (plus has been added). Pam advised the answers to the above questions are the assessment tool which will be the transition plan for individuals. Pam mentioned the Florida Developmental Disabilities waiver is the largest waiver for DD individuals in the country, not only in the number of services offered but also the number of individuals who participate. Florida is not the largest in the amount paid. CMS has committed to AHCA to review it as quickly as appropriate.

Pam advised she will be writing the Tier 2 and Tier 3 waivers and sending to big CMS for review. They will be identical to the Developmental Disabilities waiver application she just submitted with three exceptions. The exceptions are:

- Identify the total dollar cap allowed for each individual,
- Identify how an individual will be allowed to transition from one tier to another (based on a new assessment),
- The last portion of the application which refers to budget neutrality information. That will be based on:
 1. How the individual's cost plan for the cost of that waiver will compare if these individuals were in an ICF/DD?,
 2. How many people are they estimating, based on current data and services people currently have, will be on that tiered waiver?

Until they have a full assessment on everyone, based on supporting data, they are estimating they will probably still have about 15,000 on Tier 1 (DD Waiver) and the remaining 11,000 will probably be almost equally split between Tier 2 and 3. That is just based on individuals current cost plans and current services. Pam advised she hopes to finish drafting these 2 waivers and send to big CMS in the next few weeks. She is not sending, at this point, an amendment to the FSL waiver because this waiver already had a cap, an identified population, and the only change they were currently proposing was limited support coordination and the FSL already had that approval from the federal level.

Pam shared in addition to the handbook she is working on several other Florida Administrative Law rules. They are:

- The Rates Rule which is the published rates table you can find on the APD website. It will appear in the August 3rd Florida Administrative Weekly (FAW) and the hearing is scheduled for September 5th.
- Procedure codes rule – They are adding several procedure code rules at the request of APD so they will be able to better track several of the services. They include, nursing service codes, a procedure code for limited support coordination on the DD waiver, and adding codes to better track Res-Hab for Intensive Behavior and Behavior Focus.
- Changes to Appendix F – language pertaining to Waitlist and Crisis. APD was given authority to create its own rule on Crisis. Therefore, AHCA can remove from the handbook. After the review process it was determined that APD must use the same language as AHCA's rule.

Pam advised the official wording for waiver assignment for an individual will be based on assessed level of need circumstance and living setting. There must be a documented change in circumstances, living setting or condition that justifies either a greater or lesser level of service intensity. Pam shared the definitions for each tier but the language has not been approved as yet. They are talking about all children going on the FSL waiver except intensive adaptive or behavioral support needs or if they live in a group home. Also included would be adults with limited or minimal support needs in own home or family home. If any changes are made, they will go through the same change process requesting approval from big CMS. She was asked about adding services to FSL waiver. Pam advised the legislation stated that no services may be added until July, 2008. A question was asked about children with very few issues and because of the nature of the population if behavior changes occurred if there was some way of addressing anything preventive that would include family support, training for parenting & behavior issues since assessments are only done once a year. A child's behavior will change between yearly assessments. Pam shared ways of looking at this would be working with your support coordinator to help you find community and natural supports and school system issues. She hopes that some of those issues would be addressed by the school system. It was suggested the Family Care Councils need to start targeting school systems and make them accountable for what they are mandated to do. It was mentioned the school systems are not listening to families.

Chair Houghland mentioned that Bambi Lochman, Deputy Director of Special Needs with the Department of Education is a good person to reach in your efforts, especially if you're talking about a school district that is out of compliance. Pam suggested inviting Bambi to speak at a future FCCF meeting. All agreed that is a good idea.

Pam advised that APD has recommended to AHCA that the new assessment tool be administered by an independent contractor instead of a support coordinator. AHCA is asking big CMS for a higher match (75% instead of current 50%) in order to pay for it.

Pam mentioned that when talking with big CMS there was some discussion about cost plan cuts. With regards to the APD deficit, one alternative presented by FCCF was that families would consider a voluntary percentage reduction of their cost plans. The discussions concluded that current cost plans are based on medical necessity and level of need. If AHCA says that families can voluntarily or APD should take a percentage cut on everyone's cost plan, its saying they're allowing services to be below medical necessity and they can't do that. It results in a contradiction.

Pam shared that Beth Kidder approved 21 legislative budget requests (LBR) for Medicaid services for next fiscal year. The following week she had to prepare a plan with a 10% reduction. A 4% cut to AHCA's budget is \$1 billion.

Pam advised AHCA will not be doing an RFP on incontinent supplies. They are looking at reviewing how waivers need to define it so they can better track how dollars are spent.

Chair Houghland thanked Pam for taking the time to meet with the council and sharing her role and what takes place at the AHCA level. Everyone agreed with their applause.

The council took a break for lunch. Maryellen Jones from area nine presented an excellent DVD developed by her to promote Supported Living and Supported Employment. She hopes to put a link to view it on the FCC website and also on UTUBE. Everyone agreed it was very well done.

VI. MAXIMUS PRESENTION – Liesl Ramos, Revenue Services Division

Chair Houghland introduced Liesl to the council. She shared that Liesl was involved in the very beginning stages of the Family Care Councils back in 1993. She was responsible for assisting area councils with trainings and getting organized. Liesl thanked Chair Houghland for inviting her to attend. She hopes this is a good opportunity to open the lines of communication and continued communications. She passed out copies of her powerpoint presentation to everyone. She provided everyone with a brief summary of her background. Her powerpoint presentation covers the Prior Service Authorization Process. She provided information on the following subjects: Why PSA?, Current Selection Criteria, PSA Staff, PSA Process, Considerations for Determination, Timelines, Reconsideration Reviews, ABC data base, Trends and "Food for Thought" questions and answers, and Web Based System Update. Liesl shared that in 2001 the Florida Legislature wrote in proviso language that the state had to develop a prior service authorization program. The agency contracted with Maximus to begin the PSA program for all waiver services. In the beginning there were only selected services that were being sent to Maximus for review. Later on they were asked to bid, and received the current contract. She explained the Prior Service Authorization process. Their current selection criteria for the HCBS and CDC+ waivers are cost plans that are \$80,275 and over, cost plans that contain residential habilitation in a residential setting, and amendments to any cost plans where any services on the cost plan meet one or more of the above criteria. Their staff consists of 10 reviewers who are Registered Nurses with DD experience, Certified Behavioral Analyst reviewers, and Qualified Mental Retardation Professional reviewers. Also on staff are 2 Physicians and 2 Dentists. She shared their qualifications. Liesl explained the role of the Waiver Support Coordinator and documents they are responsible for submitting. The PSA unit completes its review within 14 days. Chair Houghland advised that recently Maximus has done a much better job of explaining its reason for denial and documented what needs to happen in order to maybe get that service

approved or suggesting an alternate service. Liesl advised once the determinations go out they notify the APD area office by E-mail. Determinations are sent by mail to the individual and their family or legal guardian. They have 30 days to submit a request for reconsideration. She explained the reconsideration process. Liesl shared that effective July 9th, 2007, requests for continuation of annual cost plans are sent to Maximus if there is no change in services used or there is no change in intensity, frequency and cost of those services. From now on there is no requirement to complete a review of medical necessity for 3 years. That is in accordance with legislative changes. There are exceptions which include Adult Day training (1:1 ratio), behavior analysis, behavior assistance, intensive behavior residential habilitation, behavior focus residential habilitation, dental services of more than \$500, private duty nursing, skilled nursing, residential nursing and special medical home care. Liesl explained the process for consideration for determinations. She explained additional timelines. The Allocation, Budget and Contract Control System (ABC) is the official "Plan of Care". All data must be entered accurately and kept current in the ABC system. If not updated correctly the PSA unit is required to issue a Notice of Intent. She shared how important it is for families to review the accuracy of the support plan each time it is being updated.

Liesl mentioned that Maximus is ready to roll out their web-based system. They are currently working with APD to schedule dates for roll out in each area. Maximus will extract information from ABC and put into their data base. WSC's will be able to enter the data base with the individual's social security number. They will be able to select the services being requested and select the different intensity levels. They will be able to attach anything they have access to in electronic form (provider documents, annual summaries, updates, etc.). There will be a help line WSC's can call if any difficulties occur with the web application. Liesl advised the web-system is a secure HIPPA compliant system where WSC's will be able to log in using a password, and they can only have access to their individual case load. Liesl shared they advised APD they can start rolling out the system in August and it will be done by area. They expect that all areas will be up and running by December. Liesl explained some of the difficulties that occur when the PSA units receive multiple reviews for the same individual. Some, of course, can be life changing amendments to the cost plan which is understandable. On many occasions they will receive one, two and three amendments within a very short period of time which could have been submitted at the same time to eliminate confusion. Also, they have received the same request in duplicate, via mail, fax and E-mail. Each gets logged in so 3 reviewers end up working on the same request by the time they realize it's a duplicate. She explained they hope these type issues will be eliminated with the web-based system. Liesl explained Maximus quality assurance process. Liesl shared her business cards and asked if any additional questions to call her. Chair Houghland thanked Liesl for taking the time to speak to the council today.

VII. MANAGED CARE MEETING IN TALLAHASSEE - Ann Millan

Chair Houghland shared that Ann Millan and Robin attended a meeting regarding managed care in Tallahassee. Ann believes John Hall called for the meeting. He has been working on looking at managed care for the DD population for several years. In attendance were: Jane Johnson, Lucy Mohs, Becky McGuire representing APD, Bob Bartos and Karen Murphy from the Governor's office, Ann representing FCCF, Robin Millan, representing consumers, Janice Phillips & Brad Hunt representing FASC, Terry Farmer representing FARF, Debra Dowds & Margaret Determan representing FDDC, John Hall and Debra Linton, representing Florida ARC, Jay Kassack, Vice President of Government Markets and Lobbyist for Amerigroup. Ann mentioned she wasn't sure why AHCA was not included but it was mentioned they would be invited to future meetings. John Hall mentioned the Advocacy Center was unable to attend but are interested in being a part of the exploration team. Ann explained this is strictly an exploration effort. Ann emphasized FCCF is not endorsing managed care in any way, shape or form. We're just at the table to listen and learn so that we can be better informed in the future.

Ann shared that Jay Kassack began the meeting by talking about opportunities he sees where managed care could be used for people on the wait list. Upon further discussion it was determined he was talking about utilizing SSI benefits for Medicaid managed care in replace of a fee for service system. He explained that Amerigroup already provide the therapies, including behavioral and some respite. That's all they can provide. Ann mentioned that it was brought up that Kidcare and CMS already provide therapies for children so why bring on managed care to tap into SSI therapies. They didn't get into the adult part which would mean changing some legality issues at the federal level. He emphasized managed care assumes all the risk. Amerigroup doesn't believe that families are using Medicaid properly, that it could be used better and more efficiently if a managed care system. Services provided are the medical model and includes dental. They would have to contract out for Residential Habilitation. Several attending the meeting have been to Amerigroup's office in Tampa and were impressed. Their computer system is based on real time data. They can take immediate intervention instead of going through all the hoops that APD and AHCA have to do in order for people to get what they actually need. Ann shared concerns for outcomes for our individuals which are much different from other people. By going with managed care it would eliminate the layers for APD and AHCA, they would have much more freedom to move money around and do what was needed. It would also reduce or eliminate all the paperwork. Mr. Kassack indicated they would have to marry the medical piece with the community piece (managed care would subcontract with Florida ARC, FARF). The rates are not set in stone so they could adjust rates. They would be the ones that are negotiating with the legislature because they would have more current data. Ann voiced many of her concerns. She shared there is a meeting in Tampa on August 15th for people to take a tour of Amerigroup's offices. Also, expressing and emphasizing they were only at the table to listen was Debra Dowds with FDDC. Chair Houghland asked about the 2% profit which is over and above administrative costs. The legislature doesn't have a limit on how much they can charge for administrative costs. For example if they say they need 40% for administrative costs plus 2% = 42% not designated for services. Ann mentioned for the benefit of the legislature, families need to listen and learn about this issue. Ann expressed it is critical that an FCCF representative to be involved in any future meetings. She asked John Hall to be sure and include Chair Houghland on any E-mails and copy her.

Grassroots Legislative Tours - Each area APD office is supposed to arrange a grassroots tour for their legislators. The purpose is to tour a group home, ADT program, an ICF, someone in supported living and a family home so legislators can see first hand the kinds of services individuals with developmental disabilities require. Some areas have already had tours which included Area 7 with no legislators attending and Area 13 with no legislators but each did send an aide which was helpful. They plan on working very closely with the aides. Legislative aides are very important and it's beneficial to get to know them. Each FCC chair should contact their area APD office and find out if a tour has been scheduled and if so, ask to be included.

VIII. FCC UPDATES

Betty Kay Clements, Area 13 shared they are very happy the FCC Governor Appointments were approved. They are pleased to be working with a new group and anxious for their orientation to occur. They are working on their budget and support plan for the coming year.

Donna Rauber, Area 7 shared their council held a forum for self-advocates and families with regards to the APD changes and limitations but didn't really allow enough time to reach a lot of families. However, it worked out well as Jane Johnson had scheduled a meeting with Area APD office the day after so she was kind enough to come in the day before to attend our forum that evening. She shared they held their council meeting on Wednesday and elected officers which include co-chairpersons. Jeannie Forthuber will be coordinating presentation meetings with invited speakers and Donna Rauber will be responsible for FCC business meetings. Donna has submitted her application for FCC membership.

Jean Sherman, Area 10 - Jean began by asking Stephanie if she knew the status of any of the other area FCC applications. Stephanie shared she called the appointment office but they had no news for her. Jean is concerned if appointments aren't made soon their council will lose some consumers. She shared their June FCC meeting was used as a forum to discuss the changes. Although the turnout wasn't as large as usual, due to change in meeting location, they did have a turnout that was equal between providers and family members. Several APD staff including the administrator were unable to attend but two that did attend were the Med-Waiver Coordinator and Operations Manager which resulted to an excellent meeting. There area is being very proactive. The Med-Waiver Coordinator explained the process they are using which includes after the letters are sent out to invite each support coordinator to come to the area office and review any support plans of any individuals who are losing services (families can attend as well) to do pre-emptive cost plan changes. They hope by doing this to eliminate any lapse in services. It is re-assuring to know the area staff is working with families and not waiting to re-act after the fact.

Maryellen Jones, Area 9 shared since they have finished the DVD they are working on a reverse job fair. They plan on creating CD resumes for 20 people looking for jobs (10 people aging out of school and 10 people already in the community). They plan on advertising in the Chamber of Commerce newsletter and inviting members to come in and meet the people and take the CD's home, meet a job coach, meet a job developer. Since she took the supported employment train the trainer program she plans on developing an hour teaser to show what they plan on covering in the 1-1/2 day workshop. They are working on helping the consumers to think they are job worthy. They work closely with Special Olympics as they train people with disabilities on how to take directions, how to dress, how to be on time. Many of the same things individuals learn in Special Olympics can be transferred to the job market.

Maria Eash, Area 8 shared she is pleased to say their area council is growing and becoming very active. They have a lot of challenges in area 8 but the biggest challenge is the family attitude towards APD. She explained it has been very difficult to get their Area APD in partnership with FCC. Fortunately this is changing. They had a huge turnout on June 14th for a forum on the changes and limitations/eliminations which included APD staff. From that she was successful in getting the newspaper involved with a front page article that included the FCC phone number. This resulted in a lot of phone calls from families. Maria shared her priority right now is to restore the relationship between FCC and APD. Area 8 FCC that is building the most is their community resources. They are working closely with the people providing services. Maria shared they just had another very successful forum for families (70 in attendance) with guests Jane Johnson and Ann Millan from Suncoast Region. Maria is continuing to build her relationship with the media to keep developmental disability issues in the spotlight. She has five new people applying for FCC membership. The council did approve their slate of officers which includes several consumers. Maria mentioned that Margaret Determan Hooper from FDDC is scheduled to speak at their FCC August 9th meeting. They have their entire calendar set up for the remainder of the fiscal year.

Beverley DeStories, Suncoast Region shared that two of their five FCC applicants have received member appointments. Their area APD office has named a new FCC liaison. Beverley mentioned the FCC secretary has resigned as she is going back to school. Therefore, she is searching for a new secretary. One of their members is working on setting up a provider fair just for Pinellas County in October.

Todd Decker, Area 15 shared he is excited to report that one of their Mom's daughter and a friend were featured in the August issue of Glamour Magazine. Their council is not meeting in June or July. Next meeting will be in August. He is sorry to report that Area 15 can only donate the original \$500 to FCCF. He and other members are still waiting on reimbursement from last years funding dollars. He mentioned receiving an E-mail from Diane Ciccarelli asking if he had been contacted by the area office to sit on a committee that will be searching for a new Area Administrator. He had not but heard that a group home provider had been asked to participate.

After some research he learned that a representative from FCC is not required to be asked to participate. He will do some further research.

Pete Wesley, Area 14 shared their council is planning a symposium. She passed around the information for everyone to review.

Phil Pearson, Area 12 shared he decided to do a newsletter quarterly and every time he gets more and more phone calls from families expressing their appreciation as they now know what is happening. He still is the only one taking on any FCC responsibility. They have member applications in the appointment process but have yet to hear anything. They no longer have an office but will still be allowed to hold meetings in the Easter Seals building. Because their FCC applicants are from all over the area, they will have difficulty reaching a 50% quorum at meetings. Consequently, they are rewriting their by-laws to allow for proxy votes.

Lynn Carper, Area 1 shared their council held an information forum on the Changes and Limitations/Eliminations. Jane Johnson attended and they had about 175 people in attendance. They were successful in obtaining a TV interview with Jane. They are organizing their area's legislative grassroots tour which is tentatively scheduled for August 8th. They are also in the beginning stages of a membership drive since they only have 5 FCC members. They have planned an Ice Cream Social for their July meeting. They participated in the ADA torch relay, an event held in their area in recognition of the passing of the ADA. Their council will be participating in an Employment and Community Living Symposium, sponsored by the APD Area Quality Steering Committee, on September 17th at the University of West Florida. Also, participating will be a group of high school students with disabilities. Their council has been invited to participate in Disability Awareness Day at the University of West Florida in October. Chair Houghland added that when Jane was in Area 1 she visited a group home, an ADT and supported employment program.

Chair Houghland mentioned that Joy has been participating in the Supported Living Strategic Working Group. Joy shared a summary of the quarterly meeting conference call held on July 11, 2007 was in the information packet. Joy also presented each area council representative with a listing of the names and contact information of people who signed the FCC sign-in sheet at Family Café.

IX. ADJOURNMENT

With no further business to come before the council, Chair Houghland asked for a motion to Adjourn. Maryellen makes a motion to adjourn. Todd seconds the motion. The motion was unanimously approved.

The next meeting will be held on September 15, 2007 at The Holiday Inn Select.

RESPECTFULLY SUBMITTED,

**Donna Rauber,
Florida Institute on Community and Disability (FICD)**

